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ABSTRACT

This monograph presents 9 papers and 11 reports of innovative applications concerned with the design and integration of technical support systems in the academic advising workplace. The papers are into three parts: technology, student academic advising and planning; using technology to deliver academic support services, and the future roles of technology in higher education. The nine papers are: (1) "The Human Technology Nexus" (Gary L. Kramer); (2) "Enhancing Academic Support Services Through Information Technology" (M. Wayne Childs); (3) "Computerized Degree Audit and Transfer Articulation Systems" (Michael E. McCauley and Jack Southard); (4) "the Use of Kiosk Systems Technology in Academic Support Services" (Judith Leslie Lyon and Michaelle S. Carpinelli); (5) EDI: Transferring Educational Records Across the Nation" (Jerald D. Bracken and Gene T. Sherron); (6) "Touch-Tone Telephone/Voice Response: A Technology To Enhance Academic Support Services" (Melanie Moore Bell); (7) "Imaging Technology in Student Services" (Helen L. Perkins); (8) "Developing an Integrated and Comprehensive Academic Planning System" (Roger E. Goodrich and Larry C. Christensen); and (9) "Perspective on Technology in Reengineering Academic Support Services" (Erlend D. Peterson). The eleven papers providing examples of technological innovations are: (1) "Project Mandarin From Vision to Reality" (George Cook); (2) "Technology's Impact on a Campus Culture" (Charles J. Haberle); (3) "Networks To Assist the Advising Professional--the ACADV Network" (William H. Johnson, Jr.); (4) "Using the World Wide Web to Deliver a Comprehensive Academic Advising and Information System" (Michael J. Leonard and James J. Kelly); (5) "Academic Advising and the World Wide Web at Utah Valley State College" (Marilyn G. Mansfield, Brian Starks, Paul Gideon Taylor); (6) "An Educational Intranet via the World Wide Web" (Kelly McDonald); (7) "The University of Florida's Monitoring Academic Progress Policy" MAPP" (Lawrence J. Severy and Peter J. Slinger); (8) "Interactive Video Advising" (Remy R. Sotto); (9) "Computerized Calculations of Grade Point Averages" (David D. Tukey); (10) "Using the Internet in Advising: the

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World Wide Web, E-mail, and Listservs" (Faye Vowell); and (11) "Technology Innovations in Academic Advising: A Review" (Charles J. Haberle). (Contains approximately 75 references.) (DB)

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